

# PROGRAM REPRESENTATIVE II (SPEC), DEPARTMENT OF CONSUMER AFFAIRS

## DEPARTMENTAL PROMOTIONAL, CONTINUOUS EXAMINATION



[www.dca.ca.gov](http://www.dca.ca.gov)

The Department of Consumer Affairs provides equal employment opportunities to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

EXAMINATION TYPE	This is a departmental promotional exam for the Department of Consumer Affairs. Applications <u>will not</u> be accepted on an open basis.	
WHO CAN APPLY	Applicants <b>must have</b> a permanent civil service appointment with the <b>Department of Consumer Affairs</b> as of the final filing date, in order to participate in this examination; <b>or</b> Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; <b>or</b> Must be a current or former non-elected exempt employee of the Executive Branch for Two or more consecutive years as defined in Government Code 18992; <b>or</b> Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.	
HOW TO APPLY	Please submit an application (STD 678) to the address indicated below. <b>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.</b>  <b>NOTE:</b> All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. <b>Applications received without this information may be rejected.</b> Resumes <u>will not</u> be accepted in lieu of a completed State Application, Form STD 678.	
WHERE TO APPLY	<b>MAIL TO:</b> Department of Consumer Affairs Attn: Selection Services (Rae Powers) PO BOX 980428 West Sacramento, CA 95798-0428	<b>HAND DELIVERED:</b> Department of Consumer Affairs Attn: Selection Services (Rae Powers) 1625 N Market Blvd, Suite N321 Sacramento, CA 95834
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunications Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.	
CONTINUOUS FILING	Applications will be accepted on a <b>continuous basis</b> and will be held for the next available exam. Examinations will be scheduled as needs warrant. Applications must have an original signature; therefore, faxed applications will not be accepted for any reason.	
EXAM DATES AND TESTING PERIOD	Examinations will be administered approximately every six (6) months. A candidate may only test once in a 18 month period.	
SALARY RANGE	<b>\$4889 - \$5898 per month</b>	
REQUIRED IDENTIFICATION	Accepted applicants will be required to bring either a photo identification card or two forms of signed identification to the examination.	
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p><b>All applicants must meet the experience requirements by the written test date.</b></p> <p>It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement. <b>Your signature on your application indicates that you have <u>read, understood, and posses</u> the basic qualifications required.</b></p> <p>Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, etc. For example, candidates' possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.</p>	

**SEE REVERSE FOR ADDITIONAL INFORMATION**

**POSITION  
STATEMENT**

This is the more experienced journey level for the series. Under general supervision, incumbents may act as a lead person or technical resource person; independently investigate the more complex cases; provide suggestions and assist team leaders with the administration and enforcement of laws and regulations pertaining to the Automotive Repair Act and the mandatory Vehicle Inspection and Maintenance Program; act as team leader for quality improvement efforts. Incumbents may assist team leaders, team coordinators, and management in the following areas: training, communication, administration, planning, evaluation/assessment, problem solving, quality improvement, and team leadership.

**Positions exist statewide with the Department of Consumer Affairs.**

**MINIMUM  
QUALIFICATIONS****Either I**

One year of experience in the California state service performing the duties of a Program Representative I, Department of Consumer Affairs.

**Or II**

Five years of full-time journey level automotive mechanical repair or automotive mechanical inspection experience. (Experience in California state service applied toward this pattern shall include at least one year of experience at a level of responsibility equivalent to that of a Program Representative I, Department of Consumer Affairs.) (College or trade school education in automotive engineering or automotive mechanics may be substituted for two years of the required experience on a year-for-year basis.)

**DEFINITION OF  
TERMS**

The words “**performing the duties equivalent to ...**” means the applicant must have the amount of experience in State service in the class (or on T&D to the class) specified.

The words “**level of responsibility equivalent to...**” means the applicant must have experience of appropriate type and length in a class at substantially the same (or higher) level of responsibility as the class specified.

**EXAMINATION  
INFORMATION**

Written test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date.

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the written test will be disqualified.***

**EXAMINATION  
SCOPE****WRITTEN TEST – WEIGHTED 100%****Knowledge of:**

1. Provisions of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program.
2. Industry standards for diagnosis and repair of automobiles.
3. Tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems.
4. In at least one of the following areas: complaint investigation, formal investigation, or vehicle documentation.
5. The principles of team leadership.

**Ability to:**

1. Apply the techniques involved in mediating and investigating consumer complaints.
2. Interpret current manufacturers' specifications.
3. Analyze cause of equipment failure or excessive wear.
4. Prepare automobiles for use in detecting incompetence or fraud.
5. Effectively mediate and investigate complaints.
6. Determine the necessity for replacing as opposed to repairing equipment.
7. Act as an expert witness.
8. Establish and maintain cooperative relationships with law enforcement agencies.
9. Interpret and apply regulations in the field and provide technical information in a meaningful manner to persons of varying backgrounds in the course of the work.
10. Write letters and prepare field inquiry reports.
11. Demonstrate ability to work as a member of a team, flexibility, open-mindedness, and tact when dealing with the public as well as team members.
12. Willingly follow supervisory directions.
13. Demonstrate professional grooming and dress habits appropriate for representing the State of California with the public and industry.
14. Lead a technical team or quality improvement team and contribute suggestions for process improvement.
15. Perform the more difficult and complex complaint investigations, formal investigations, or vehicle documentations.

**SEE NEXT PAGE FOR ADDITIONAL INFORMATION**

<b>DRIVERS LICENSE REQUIREMENTS</b>	<p>Applicants for positions in this classification series must possess a valid driver's license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.</p> <p>Applicants will be admitted to the exam without a commercial vehicle operator's license, but those employees who are required to drive commercial vehicles must obtain the license prior to completion of probation.</p>
<b>DRUG TESTING REQUIREMENTS</b>	<p>Where positions require the operation of commercial vehicles, applicants for employment and employees must submit to random drug testing for controlled substances and alcohol as required by State and Federal drug and alcohol testing regulations.</p>
<b>ADDITIONAL DESIREABLE CHARACTERISTICS</b>	<p>Possession of current departmental-issued licenses such as Lamp Installer Adjuster, Brake Installer Adjuster, and Smog Technician licenses.</p>
<b>ELIGIBLE LIST INFORMATION</b>	<p>An eligible list will be established for the Department of Consumer Affairs. Names of successful candidates are merged onto the eligible list in order of final scores, regardless of testing date. <b><u>Eligibility will expire 18 months</u></b> after it is established, unless the needs of the service and conditions of the list warrant a change.</p>
<b>VETERANS PREFERENCE POINTS</b>	<p>Veterans preference credit is not granted in promotional exams.</p>
<b>CAREER CREDITS</b>	<p>Career credits will not be granted in this examination.</p>
<b>QUESTIONS</b>	<p>If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services &amp; Recruitment Unit, 1625 N. Market Blvd., Ste. N-321, Sacramento, CA 95834. (916)574-8353.</p>

### GENERAL INFORMATION

**The Department of Consumer Affairs'** Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

**It is the candidate's responsibility** to contact the Department of Consumer Affairs' Selection Services Unit at **(916) 574-8370** if you should have any questions regarding this examination.

**Applications are available at State Personnel Board** offices, local Employment Development Department offices, the Department of Consumer Affairs and at [www.spb.ca.gov](http://www.spb.ca.gov).

**If you meet the requirements** to participate in this examination, you may take this examination. Possession of the entrance requirements, does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared against predetermined rating criteria. All candidates who pass will be ranked according to their score.

**Examination Locations:** Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

**Employment lists:** Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others, and a state of health consistent with the ability to perform the essential functions of the duties to the class. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.